



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-BASH-2-DOOT
(1-888-327-4236)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1220

Date Received

02-OCT-2004

Repository

Reference No.
10095702

04

OWNER INFORMATION (Type or Print)

Name

Address

City

WEST ORANGE

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA will use your name or address to the vehicle manufacturer.

YES NO

Signature of Owner

Date 10/30/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

ZMELM75W LV0

Make
MERCURY

Model
GRAND MARQUIS L3

Model Year
1997

Date Purchased
11-27-96

Dealer's Name and Telephone Number

DITSCHEMAN FLEMINGTON FORD

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

FLEMINGTON

State
N.J.

Zip Code
08822

8

9850 Lbs

Transmission Type

Antilock Brakes

Powertrain

Vehicle Component Code

063200 ENGINE AND ENGINE COOLING; EXHAUST SYSTEM; MANIFOLD

Cruise Control

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
02-OCT-2004

Failure Mileage

Failure Speed

Approximately 50 mph.

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

The Model (Name or Number)

The Size (Example P215/65R15)

DOT No. (Example: DOTMALSABC036)

Original Equipment
 Prior Repair

Failure Location:

The Component Code

The Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Seat Type:

Date Manufactured:

Model No./Name:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), condition(s), and injury(ies).)

Crash

Fire

Yes No

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, parts repaired or replaced (and if old part is available).

THE CONSUMER NOTICED A LEAK COMING FROM UNDERNEATH VEHICLE. THE CONSUMER LET THE ENGINE COOL BECAUSE HE THOUGHT IT WAS THE RADIATOR. THE ADDED WATER AND CONTINUED TO DRIVE, THEN THE TEMPERATURE GAUGE STARTED TO RISE. THE VEHICLE WAS TOWED TO A MERCURY DEALER. THE DEALER INFORMED THE CONSUMER THAT THE INTAKE MANIFOLD HAD A CRACK IN IT. PLEASE PROVIDE ANY FURTHER INFORMATION. *JB

PLASTIC TUBING INSIDE METAL CASING WAS CRACKED
ACCORDING TO SERVICE MGR AT GEORGE WALKER LINDSEY
IN SHREWSBURY NJ 07722 TEL 732-732-5425
SERVING MGR RAY McCARTHY ALSO SUGGESTED THAT WITH PRESENT MILEAGE
IT WOULD BE GOOD TO REPLACE WATER PUMP.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

(over)

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

If I didn't exit skidly after leaving rest stop
this engine would have cooled out on a very busy
section of the New Jersey Garden state parkway causing
A VERY SERIOUS ACCIDENT AS THE speed limit was above 50 mph

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

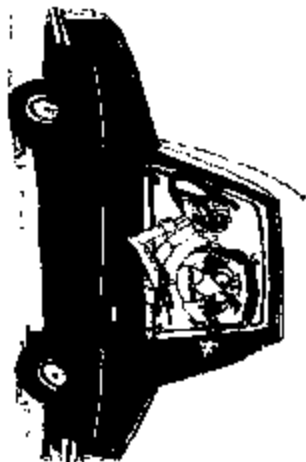
DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).